

Policy Title:	PROCEDURES FOR DEALING WITH STUDENT BEHAVIOURAL CONCERNS	Area of Responsibility: VICE PRESIDENT, HUMAN RESOURCES, SAFETY, SECURITY & FACILITIES MANAGEMENT
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3.31 PROTOCOLS FOR DEALING WITH STUDENT BEHAVIOURAL CONCERNS

1.0 Introduction

This procedure outlines the steps to follow when concerning student behaviour has been observed. It also identifies specific behaviours that are not addressed elsewhere. This procedure is divided into the following sections for easy reference.

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2.0 Behavioural Assessment and Care Team

The Behavioural Assessment and Care Team (BACT) has been established to assist students who are dealing with issues that are affecting their ability to participate in both academic and nonacademic activities in a respectful, safe and non-disruptive manner while on campus. The

BACT team has a Terms of Reference that they operate under and utilizes a Behavioural Intervention Plan (BIP) as a process guide.

The BIP is meant as a non-punitive approach to assist students who are exhibiting concerning behaviour to seek assistance.

If concerning behaviour is exhibited by a student, College community members can complete a Behaviour Concern Report and send it to the BACT for assessment. There is a link to the BACT team on the St. Clair College website. From this link College community members can access the form to complete and submit. The Chair of the BACT assigns a Case Manager to the issue and the assessment and care plan is developed in conjunction with those impacted. The Behaviour Concern Report is not meant to be used for emergency purposes. Emergencies shall still be reported as indicated below.

3.0 Specific Behavioural Concerns

3.1 Threat of Self-Harm

If you believe that a student is at risk of self-harm, you need to inform the appropriate people.

3.1.1 If the student has expressed to you that they have thoughts of harming themselves (this can be through verbal, text or email communication), inform the student that you cannot keep the information confidential and that you need to share the information with people who can help them.

- During daytime business hours
 - Bring the student to Student Services or the Campus Health Centre.
 - In the absence of anyone in either location, bring the individual to Security.
 - Security will reach out to the Campus Health Centre, Student Services or to an Administrator on the Behavioural Assessment and Care Team (BACT). A plan of action will be put in place, as appropriate.
 - If the student will not go with you, call Security at the campus emergency line (4911 Windsor, 3911 Chatham) and inform them of the situation. They will call the Nurse, a Counselor or an Administrator on the BACT. A member of this group may attend your location, if warranted, and a plan of action will be put in place
- After hours
 - Call the Security Desk at the Windsor Campus (519-972-2741) and provide them with full details and your contact information. They will alert an Administrator on the BACT and a plan of action will be determined.

Important: If the communication of the concern is such that there is a risk to the student's immediate safety (example, clear articulation of their intent/wish to commit suicide), this is

a medical emergency. Please call 4911 in Windsor or 3911 in Chatham and provide Security with full details. If after hours, please call 911 and provide them with as much information as possible and connect them with Security at the Windsor Campus should more information be required. Security has protocols to reach out to appropriate BACT Administrators.

- 3.1.2 If a student confides in you that they have a concern for another student who they believe is at risk of self-harm, they are looking for help in dealing with the matter. Inform them that you cannot keep the information confidential and that you need to share the information with people who can help their friend. If the friend is in class, approach the student individually with their friend's concern and ask that they come with you to Student Services or the Campus Health Centre as outlined above. After hours, follow the After Hours protocols detailed above.
- 3.1.3 Plans of action preferably include an initial assessment on site by the Campus Nurse, Nurse Practitioner, Counselor or Social Worker. Plans may also include the use of the Crisis Center, having the student voluntarily agree to be sent via cab or patient transport to the Crisis Centre at the hospital or a call to EMS or the police in circumstances where staff involved believe the risk to be high.
- 3.1.4 Remember, you are not here in the capacity of a mental health professional. Follow this protocol and if the situation differs from outlined above, always seek assistance. If a student is talking about it, they are still looking for help.

3.2 Threats of Violence/ Acts of Violence

If you receive or become aware of an active threat of violence or witness an act or attempted act of violence, your only course of action is to call the campus emergency line.

4911 Windsor, 3911 Chatham, 911 Employment Offices

Security will assist with the situation and alert the appropriate Administrative members of the Behavioural Assessment and Care Team and/or the Police/EMS depending on the situation.

- 3.2.1 The College's Behavioural Assessment and Care Team (BACT) will be called in to triage the situation using threat assessment protocols and, if necessary, start an investigation into the alleged threat or act of violence. If you are the target of the threat of violence, we will work with you in creating a safety plan while the investigation takes place. If a student is the target, we will work with the student in a similar manner, depending on the nature of the threat or act of violence.

- 3.2.2 Investigations are necessary to determine the nature and validity of the threat or situation. Students may be issued an interim suspension pending investigation or they may be allowed to continue with their schooling while the investigation takes place. The nature and validity of the threat or act of violence will dictate this; every situation is different. The College will always act in the best interest of the safety for those involved. Results of the investigation will be shared with those who have a need to know and understand the outcomes.
- 3.2.3 Do not promise students anonymity. This is not a guarantee and will only be granted in cases where the BACT believes that there is a risk to a student or staff member's personal safety or security. We must be able to support this belief.
- 3.2.4 All formal communication to students or staff will be handled by College administration as applicable.

3.3 Disruptive Behaviour

- 3.3.1 Within the classroom, if a student is being disruptive in class and they are not responsive to your attempts at restoring a respectful learning environment, you are empowered to ask the student to remove themselves from the classroom or your work area. It is suggested that you follow up with the student and request that they meet with you prior to returning to class. If the student refuses to leave, you may call Security at the campus emergency line for assistance.

If Security is required, a security incident report will be written up and sent to your Chair. The student must be instructed to meet with you and the Chair prior to returning to class. The purpose of the meeting is to discuss the student's behaviour and expectations moving forward. Other actions may be taken depending on the nature of the disruption. It is important to act on the first disruption caused and to not allow disruptions to continue and get out of hand. It is also important to document the behaviour exhibited by the student that caused a disruption and your actions to address that behaviour. If the Chair believes that the behaviour is more appropriately addressed by the Behavioural Assessment and Care Team (BACT), a Behavioural Concern Report must be completed and sent to the team.

- 3.3.2 Within the office environments, if an individual is acting out and causing concern for your personal safety or security, you may state that this is a respectful work and learning environment and that for the conversation to continue, they will have to lower their voice and speak to you respectfully. If this does not resolve the situation, you may request calmly that the individual talk with your Manager, then seek the assistance of your Manager (or another

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Manager in their absence). If the situation cannot be resolved or if you do not feel that you are safe in seeking that assistance as there is an immediate threat, call the campus emergency line, use your panic button (for front line staff) or activate your Alertus panic button on your computer screen to summon help from Security. Also, support one another. If you notice that a colleague is in a difficult situation, call your Manager or Security to assist them.

- 4.1.1 In both cases, document the incident on a Behavioural Concern Report. An investigation will be conducted as appropriate.

4.2 Disclosures of Domestic Violence

4.2.1 If a student discloses to you that they are fearful due to a threat from an outside source (partner, ex-partner, parent, friend, etc.):

- Listen, be non-judgmental.
- Obtain the student's name and contact information and encourage them (and walk with them if appropriate) to report to Security. Inform the individual that if they do not report it, you are obligated to so that the College can put measures in place for their safety and the safety of others and provide them with resources that can help.
- Follow up with a Behavioural Concern Report

4.2.2 If you suspect that Domestic Violence is taking place, however, there has been no disclosure or confirmation of said concerns:

- Have a dialogue with the individual – see if the individual will give you disclosure.
- Listen, be non-judgmental.
- Regardless of the disclosure, inform the individual that help is available.
- Inform the individual that they can talk to personnel in Safety or Security if they are concerned for their own safety.

4.2.3 It is important that you DO NOT:

- Get involved in trying to solve the problem.
- Give advice on how to solve the situation.
- Tell the individual that they should leave the situation – you do not know what type of individual they are dealing with.
- Keep the information confidential – you must inform Security.
- Disclose the information to others – if Security deems this necessary, a communication will be sent to those affected.

5.0 General Behavioural Concerns

If you are concerned about a student's behaviour escalating and unsure what to do or how to approach it, you can contact the members of the BACT directly and/or submit a Behaviour Concern Report and send to the BACT team through email.

- You can expect to be contacted for more information.
- You can expect an update, if you are directly impacted, by the student's behaviour.
- You may be part of the monitoring plan for the student if identified as a BIP measure.
- You can ask questions about the process along the way.

6.0 References

6.1 How to Help Guide

6.2 BACT Terms of Reference

6.3 Behaviour Intervention Plan (BIP)

6.4 Student Code of Rights and Responsibilities

6.5 Workplace Violence Prevention and Reporting